



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending March 31, 2015

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.00	4.00	3.80	3.93
B. Operator Answer Time - Information [730.510(a)(1)]	6.90	6.95	5.88	6.58
C. Repair Office Answer Time [730.510(b)(1)]	70.00 *	19.00	33.00	40.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	33.00	15.00	16.00	21.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.73	1.23	1.65	1.54
H. Percent Repeat Trouble Reports [730.545(c)]	8.33%	18.18%	5.00%	10.50%
I. Percent of Installation Trouble Reports [730.545(f)]	100.00% *	100.00% *	100.00% *	100.00% *
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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